



**ASSISTANT TAX SERVICE SPECIALIST
EXAM CODE: 5EQ01**

Department(s):	Board of Equalization
Opening Date:	January 5, 2015
Final Filing Date:	January 16, 2015
Exam Type:	Departmental Open
Salary:	\$4711.00 to \$5900.00
Location(s):	SPOT Exam – San Francisco

INTRODUCTION

NOTE: ONE-DAY FILE-IN-PERSON on Friday, January 16, 2015

Completed applications and supplemental items will be accepted only on Friday, January 16, 2015 between the hours of 8:30 a.m. and 5:00 p.m.

SUPPLEMENTAL ITEMS MUST BE SUBMITTED WITH THE APPLICATION. As indicated under examination information, applications received without the Supplemental Items will be eliminated from the examination process.

EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements as stated in the Minimum Qualifications section of this examination announcement by the final filing date. All applications/resumes must include "to" and "from" dates (month/day/year), time base, and civil service class title (**not working title**). **Applications/resumes received without this information will be rejected.**

FILING INSTRUCTIONS

Final Filing Date: January 16, 2015

THIS IS A ONE-DAY FILE-IN-PERSON. EACH APPLICANT MUST APPEAR IN PERSON. Applications will be accepted only on January 16, 2015 between the hours of 8:30 a.m. and 5:00 p.m. at the following location:

**BOARD OF EQUALIZATION
455 Golden Gate Avenue, Ste. 10500
San Francisco, CA 94102**

Applicants are required to bring either a photo identification card or two forms of signed identification to the file-in-person.

State Applications (Form STD. 678) and Supplemental Items must be delivered in person to the above street address. Applications are available at jobs.ca.gov, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

Applications received will not be returned pursuant to California Code of regulations 174.

Do not submit applications to the State Personnel Board / CalHR.

SPECIAL TESTING ARRANGEMENTS

If you are disabled and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

REQUIRED IDENTIFICATION

Accepted applicants are required to bring either a photo identification card or two forms of signed identification to the examination.

MINIMUM QUALIFICATIONS

All applications must meet the following entrance requirements for this examination by January 16, 2015, the final filing date:

Experience: Either

1. Two years of experience communicating financial information to the public. OR
2. Four years of experience in writing, reporting or editing for a newspaper, news service, radio or television station or in a position having major duties in the area of public relations or public information and involving communicating to the public. This experience must have developed the ability to be responsible for the conduct of a comprehensive public information program for a State agency. Writing experience, while an integral part of the above requirements, will not be considered qualifying in itself. (Experience in the California state service applied toward this requirement must have

included at least one year performing the duties of a class at a level of responsibility equivalent to that of Assistant Information Officer.)

AND

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for education on a year- for-year basis.)

Applicants must show proof of a bachelor's degree before being considered eligible for appointment. The requirement for "Equivalent to graduation from college" means at least a Bachelor's degree from an accredited college or a letter from the college or university stating the applicant has met all of the academic requirements for graduation.

EXAMINATION INFORMATION

This examination will consist of a Supplemental Items evaluation weighted 100%.

Each applicant for this examination must complete and submit his/her responses to the Supplemental Items according to the instructions shown below by **January 16, 2015**, the final filing date. Applications received **without** the Supplemental Items **will be eliminated from the examination process.**

GUIDELINES FOR RESPONDING TO THE SUPPLEMENTAL ITEMS:

When responding to the Supplemental Items, please follow the guidelines below:

- Your responses must be typewritten or generated by a computer on 8 1/2" x 11" paper.
- Your response for each item must **not** exceed 1 typed page (12-point font).
- Put the **examination title** and **your name** at the top of each page.
- Make sure your responses are **complete, specific, clear** and **concise**.
- Answer each item number separately and indicate the corresponding item number for each response.
- Each response will be independently evaluated; therefore, it is important that you provide a complete response to each item.

NOTE: Resumes, letters and other materials WILL NOT be evaluated or considered as responses to the Supplemental Items. However, they will be used to determine eligibility for admittance to the exam.

SUPPLEMENTAL ITEMS

When responding to the following items, provide specific examples from your background giving details of your role, responsibilities and/or methods used. Omitted information cannot be considered or assumed.

Item #1

Please describe your experience and the methods you have used in writing, editing, and creating written materials

- a) a newspaper, magazine, or periodical
- b) in a position having major duties in the areas of public relations or public information involving communications to the public

Item #2

Please describe your experience researching, analyzing, and interpreting technical information like regulations and tax/fee laws to produce in plain language communication materials for:

- a) internal staff
- b) the public

Item #3

Please describe your experience organizing, designing, editing, proofreading, and producing technical web and printed materials.

Item #4

Please describe your experience creating and maintaining cooperative working relationships with:

- a) internal employees
- b) the public
- c) industry groups

Item #5

Please describe your experience in all aspects of event planning and project management.

Item #6

Please describe your experience planning and maintaining multiple projects to meet deadlines while responding quickly and effectively to unanticipated situations.

ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for use by the Board of Equalization in **San Francisco only**. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

POSITION DESCRIPTION

Under direction, to assist a Tax Service Specialist with a program of providing accurate and understandable information to the public concerning the tax laws, rules, and regulations administered by a tax agency; and to do other related work.

KNOWLEDGE AND ABILITIES

Knowledge of: Process of translating complex tax laws, rules, and regulations into lay terms; methods used to determine public needs for facts and guidance; methods of editing publications and forms; communications channels, methods, and procedures; California state revenue and taxation programs.

Ability to: Encourage proper compliance with tax laws; anticipate industry-wide tax problems and stimulate the development of answers and their dissemination to the public; develop new and imaginative approaches in organizing and directing major segments of a statewide communications and education program; communicate effectively; establish and maintain cooperative relations with the press and tax practitioners; organize and lay out printed materials; analyze situations accurately and take effective action.

SPECIAL PERSONAL CHARACTERISTICS

Ability to represent taxpayer interest in a technically oriented organization; demonstrated capacity for assuming progressively greater responsibility; emotional stability under stress; recognition of the public's need for assistance in understanding complex taxation procedures, and to effectively present tax agency policies to the public; ability to gain the confidence and respect of those contacted in the work.

VETERANS PREFERENCE

Veterans' Preference will be awarded pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veterans' preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

CAREER CREDITS

Career Credits do not apply and will not be added to the final score of this examination.

CONTACT INFORMATION

If you have questions concerning this examination, please call the California State Board of Equalization, Examination and Recruitment Section at (916) 324-4807. You may also contact the California State Board of Equalization in writing at 450 N Street, MIC 17, Sacramento, CA 95814.

DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:

<http://jobs.spb.ca.gov/wvpos/jobspecs.cfm>

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the Board of Equalization three days prior to the written test date if he/she has not received his/her notice of appointment.

For an examination without a written feature, it is the candidate's responsibility to contact the Board of Equalization three weeks after the final filing date if he/she has not received his/her notice.

If a candidate's notice of oral interview or performance test fails to reach him/her 3 days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Applications are available at jobs.ca.gov, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The testing department reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and/or contact the testing department.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

If Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, at the State Personnel Board office or jobs.ca.gov.

If High School Equivalence is Required: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

College Education: The qualifications meeting the requirement "Equivalent to graduation from college" means satisfaction of the requirements for the bachelor's degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor's degree. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent of Public Instruction under the provisions of California Education Code Section 94712.

Veterans' Preference Points: The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at jobs.ca.gov and on the Application for Veterans' Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at <https://www.calvet.ca.gov/>.

TTY is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device. Calls may be placed using the following relay system.

California Relay Telephone Service for the Deaf or Hearing Impaired:

From TDD phones 1-800-735-2929 or from voice phones 1-800-735-2022
